index of articles

(This year's index includes the December, 1968 issue, which was not catalogued in the 1968 "Index of Articles." For articles in the December, 1969, issue refer to the Table of Contents in this issue.)

Communications and Human Relations

Toward the Respectability of Hard-Nosed Supervision Feb., p. 16
Building Good Relationships Within the Department May, p. 60
Interdepartmental Relations ....Apr. p. 62
Oral Communication-Management's Dynamic Tool ....Sept., p. 132

Cover Stories

St. Ann's Home: Gives Retired Residents Respect Through Participation ....Dec., '68, p. 8
Keeping a Town Clean ....Jan., p. 10
Serving Others ....Feb., p. 12
Two Keep a Colossus ....Mar., p. 12
From Hitler's Concentration Camp to the Washington-Hilton ....Apr., p. 14
Incentives and Traditions Inspire Housekeeping Staff May, p. 12
Keeping the Posh Plaza ....July, p. 4
Maximum Management Makes Housekeeping an Art Aug., p. 10
How Housekeeping Operates at the Mayflower Hotel Sept., p. 24
Care for the Elderly ....Oct., p. 12
Housekeeping Behind the Iron Curtain ....Nov., p. 16

Interior Design & Furnishings

Cautioning the Contract Architect ....June, p. 72
Color - A Major Factor in Interior Design ....Nov., p. 80
Construction Blues ....Sept., p. 116
New Directions in Floors and Floor Care ....June, p. 24
The Many Uses of Mats and Matting ....Mar., p. 71

Linens & Laundry

Disposables - Change and Challenge ....May, p. 18
Employee Suggestions Increase Laundry Productivity May, p. 28
From Back-Breakers to Record-Breakers ....Feb., p. 56
How to Wash and Dry No-Iron Linens ....Nov., p. 34
How to Lower Linen Replacement Costs ....Jan., p. 24
Over the Road Linen System ....May, p. 58
Personalized Laundry Service for Resident Hospital Patients ....Oct., p. 22
Tests Prove No-Iron Linens Sanitary ....Oct., p. 34
The Laundry Was the Culprit ....Dec., '68, p. 20
The Hospital Laundry (Part I) ....Mar., p. 32
The Hospital Laundry (Part II) ....Apr., p. 28
The Total Laundry (Part I) ....Jan., p. 14
The Total Laundry (Part II) ....Sept., p. 54
The Role of Laundry in Controlling Cross-Infection ..Aug., p. 24
Upgrading Our Laundry ....June, p. 32

Miscellaneous

A Look at the Job Corps ....Mar., p. 56
As If You Owned the Place ....Oct., p. 64
Book Review: Infection Control in the Hospital ....Jan., p. 45
Book Review: Textile Control for Linen Suppliers ....Apr., p. 71
Crackerbarrel Session ....Oct., p. 56
Crackerbarrel Session ....Nov., p. 56
District Biennial Assemblies ....June, p. 20
History of Institutional Housekeeping ....Jan., p. 52
Housekeeping Directory ....Sept., p. 69
How to Bring Contract Housekeeping to Your Institution ....Apr., p. 24
Index, "Executive Housekeeper" 1968 ....Dec., '68, p. 10
Man's Greatest Asset-An Inventive Mind ....Aug., p. 34
Maurice Pinover Editorial Awards ....Oct., p. 8
NEHA Chapters and Chapter Officers, 1969-70 ....Sept., p. 24
Using the Military Manpower Pool ....Sept., p. 112

Organization & Administration

An R.N. and Hospital Administrator Enjoy Administrative Housekeeping ....June, p. 4
The Budget—Club, Whip or Plan? ....Mar., p. 60
Effective Budgeting ....Oct., p. 28
Delegation of Tasks ....Feb., p. 50
Incentives and Traditions Inspire Housekeeping Staff ....May, p. 12
Management Planning ....Sept., p. 124
Motivating Workers ....Mar., p. 64
The Profession of Housekeeping—Where is it Going? ....Sept., p. 136
Work Interruptions Can Ruin Your Housekeeping Program ....Nov., p. 24

Purchasing, Supplies & Equipment

How to Use a Floor Slip Tester ....Dec., '68, p. 24
Supplies and Controls ....Oct., p. 52
Why I Clean Carpets with Mops ....Mar., p. 62
New Directions in Floor and Floor Care ....June, p. 24
The Many Uses of Mats and Matting ....Mar., p. 71

Safety

Decorating Safely for Christmas ....Dec., '68, p. 27
Safe Lifting Will Protect Your Back ....Nov., p. 61
Safety in Operating Rooms ....Apr., p. 40

Sanitation and Microbiology

A Bacteriological Monitoring Program ....May, p. 30
Control of Bacteria ....Feb., p. 52
A Discussion of Disinfection ....Aug., p. 16
Elimination of Cleanliness Barriers ....July, p. 10
Growth and Destruction of Microorganisms ....Nov., p. 20
Handling Isolation Unit Waste ....June, p. 42
An In-Hospital Pest Control Program ....Jan., p. 20
Hospital Infections: The Strategy of Control ....Jan., p. 50
The Housekeeper's Role in Pest Control ....Apr., p. 76
Latest U.S.D.A. Requirements for Germicide Testing ....Nov., p. 30
Let's Get It Off the Floor ....May, p. 67
The Practical Problems of Disinfection ....June, p. 36
A Practical Microbial Surveillance System ....Mar., p. 26
Red Paint is for Danger — of Cross Infection ....Feb., p. 24
Terminal Isolation Cleaning ....Oct., p. 18
Updating Your Isolation Cleaning Procedures ....Dec., '68, p. 14

Staffing, Personnel & Training

Achieving Quality Housekeeping Through Training, Part II ....Dec., '68, p. 40
Coordination of Services for the Patient ....June, p. 66
Countdown for an In-Service Training Program ....Aug., p. 30
Departmental Responsibilities ....June, p. 84
Determining Staffing Requirements An Industrial Engineer's View ....May, p. 34
Hotel Housekeeping Dept. as a Guest Service Center July, p. 42
Housekeeping Policies ....June, p. 46
How to Evaluate a Housekeeping Department, Part I Feb., p. 26
How to Evaluate a Housekeeping Department, Part II ....Mar., p. 38
How to Evaluate Housekeeping Employee Performance ....Mar., p. 67
Industrial Engineers Look at Housekeeping Procedures ....Feb., p. 46
Recruiting the Best People for Housekeeping ....May, p. 64
A Source of Good, Dependable Workers ....May, p. 54
Unions and You ....Nov., p. 74
A View of the Labor Market ....Jan., p. 28

Techniques, Procedures and Standards

Care and Maintenance of Contemporary Carpet ....Sept., p. 40

(Continued on next page)

index of articles

(This year's index includes the December, 1968 issue, which was not catalogued in the 1968 "Index of Articles." For articles in the December, 1969, issue refer to the Table of Contents in this issue.)

Communications and Human Relations

Toward the Respectability of Hard-Nosed Supervision Feb., p. 16
Building Good Relationships Within the Department May, p. 60
Interdepartmental Relations ....Apr. p. 62
Oral Communication-Management's Dynamic Tool ....Sept., p. 132

Cover Stories

St. Ann's Home: Gives Retired Residents Respect Through Participation ....Dec., '68, p. 8
Keeping a Town Clean ....Jan., p. 10
Serving Others ....Feb., p. 12
Two Keep a Colossus ....Mar., p. 12
From Hitler's Concentration Camp to the Washington-Hilton ....Apr., p. 14
Incentives and Traditions Inspire Housekeeping Staff May, p. 12
Keeping the Posh Plaza ....July, p. 4
Maximum Management Makes Housekeeping an Art Aug., p. 10
How Housekeeping Operates at the Mayflower Hotel Sept., p. 24
Care for the Elderly ....Oct., p. 12
Housekeeping Behind the Iron Curtain ....Nov., p. 16

Interior Design & Furnishings

Cautioning the Contract Architect ....June, p. 72
Color - A Major Factor in Interior Design ....Nov., p. 80
Construction Blues ....Sept., p. 116
New Directions in Floors and Floor Care ....June, p. 24
The Many Uses of Mats and Matting ....Mar., p. 71

Linens & Laundry

Disposables - Change and Challenge ....May, p. 18
Employee Suggestions Increase Laundry Productivity May, p. 28
From Back-Breakers to Record-Breakers ....Feb., p. 56
How to Wash and Dry No-Iron Linens ....Nov., p. 34
How to Lower Linen Replacement Costs ....Jan., p. 24
Over the Road Linen System ....May, p. 58
Personalized Laundry Service for Resident Hospital Patients ....Oct., p. 22
Tests Prove No-Iron Linens Sanitary ....Oct., p. 34
The Laundry Was the Culprit ....Dec., '68, p. 20
The Hospital Laundry (Part I) ....Mar., p. 32
The Hospital Laundry (Part II) ....Apr., p. 28
The Total Laundry (Part I) ....Jan., p. 14
The Total Laundry (Part II) ....Sept., p. 54
The Role of Laundry in Controlling Cross-Infection ..Aug., p. 24
Upgrading Our Laundry ....June, p. 32

Miscellaneous

A Look at the Job Corps ....Mar., p. 56
As If You Owned the Place ....Oct., p. 64
Book Review: Infection Control in the Hospital ....Jan., p. 45
Book Review: Textile Control for Linen Suppliers ....Apr., p. 71
Crackerbarrel Session ....Oct., p. 56
Crackerbarrel Session ....Nov., p. 56
District Biennial Assemblies ....June, p. 20
History of Institutional Housekeeping ....Jan., p. 52
Housekeeping Directory ....Sept., p. 69
How to Bring Contract Housekeeping to Your Institution ....Apr., p. 24
Index, "Executive Housekeeper" 1968 ....Dec., '68, p. 10
Man's Greatest Asset-An Inventive Mind ....Aug., p. 34
Maurice Pinover Editorial Awards ....Oct., p. 8
NEHA Chapters and Chapter Officers, 1969-70 ....Sept., p. 24
Using the Military Manpower Pool ....Sept., p. 112

Organization & Administration

An R.N. and Hospital Administrator Enjoy Administrative Housekeeping ....June, p. 4
The Budget—Club, Whip or Plan? ....Mar., p. 60
Effective Budgeting ....Oct., p. 28
Delegation of Tasks ....Feb., p. 50
Incentives and Traditions Inspire Housekeeping Staff ....May, p. 12
Management Planning ....Sept., p. 124
Motivating Workers ....Mar., p. 64
The Profession of Housekeeping—Where is it Going? ....Sept., p. 136
Work Interruptions Can Ruin Your Housekeeping Program ....Nov., p. 24

Purchasing, Supplies & Equipment

How to Use a Floor Slip Tester ....Dec., '68, p. 24
Supplies and Controls ....Oct., p. 52
Why I Clean Carpets with Mops ....Mar., p. 62
New Directions in Floor and Floor Care ....June, p. 24
The Many Uses of Mats and Matting ....Mar., p. 71

Safety

Decorating Safely for Christmas ....Dec., '68, p. 27
Safe Lifting Will Protect Your Back ....Nov., p. 61
Safety in Operating Rooms ....Apr., p. 40

Sanitation and Microbiology

A Bacteriological Monitoring Program ....May, p. 30
Control of Bacteria ....Feb., p. 52
A Discussion of Disinfection ....Aug., p. 16
Elimination of Cleanliness Barriers ....July, p. 10
Growth and Destruction of Microorganisms ....Nov., p. 20
Handling Isolation Unit Waste ....June, p. 42
An In-Hospital Pest Control Program ....Jan., p. 20
Hospital Infections: The Strategy of Control ....Jan., p. 50
The Housekeeper's Role in Pest Control ....Apr., p. 76
Latest U.S.D.A. Requirements for Germicide Testing ....Nov., p. 30
Let's Get It Off the Floor ....May, p. 67
The Practical Problems of Disinfection ....June, p. 36
A Practical Microbial Surveillance System ....Mar., p. 26
Red Paint is for Danger — of Cross Infection ....Feb., p. 24
Terminal Isolation Cleaning ....Oct., p. 18
Updating Your Isolation Cleaning Procedures ....Dec., '68, p. 14

Staffing, Personnel & Training

Achieving Quality Housekeeping Through Training, Part II ....Dec., '68, p. 40
Coordination of Services for the Patient ....June, p. 66
Countdown for an In-Service Training Program ....Aug., p. 30
Departmental Responsibilities ....June, p. 84
Determining Staffing Requirements An Industrial Engineer's View ....May, p. 34
Hotel Housekeeping Dept. as a Guest Service Center July, p. 42
Housekeeping Policies ....June, p. 46
How to Evaluate a Housekeeping Department, Part I Feb., p. 26
How to Evaluate a Housekeeping Department, Part II ....Mar., p. 38
How to Evaluate Housekeeping Employee Performance ....Mar., p. 67
Industrial Engineers Look at Housekeeping Procedures ....Feb., p. 46
Recruiting the Best People for Housekeeping ....May, p. 64
A Source of Good, Dependable Workers ....May, p. 54
Unions and You ....Nov., p. 74
A View of the Labor Market ....Jan., p. 28

Techniques, Procedures and Standards

Care and Maintenance of Contemporary Carpet ....Sept., p. 40

(Continued on next page)

A Housekeeping Program for Critical Areas .....May, p. 24
How to Use Quality Control in Hospital Housekeeping .....Aug., p. 36
Industrial Engineers Look at Housekeeping Procedures .....Aug., p. 20
Maintaining the New Carpets .....Mar., p. 16
Mod Campus Maintenance Methods .....Sept., p. 62
More About Housekeeping Standards .....Oct., p. 62
Odor Control .....Nov., p. 78
Preventive Maintenance Programs .....Feb., p. 54
Reducing Noise Levels on Hospital Corridors .....Nov., p. 68
Significant Developments in Housekeeping Techniques and Procedures .....June, p. 22
Standardization .....Apr., p. 32

index of authors

Armas, Emile de, Eliminating Cleanliness Barriers .....July, p. 14
Badger, R. E., Preventive Maintenance Programs .....Feb., p. 54
Standardization .....Apr., p. 32
Bennett, Cliff, Care for the Elderly .....Oct., p. 12
Black, Anne B., Cautioning the Contract Architect ....June, p. 72
Boaz, Mary, Odor Control .....Nov., p. 78
Bobmeyer, Helen. How to Lower Linen Replacement Costs .....Jan., p. 24
Boike, Harold J., Terminal Isolation Cleaning .....Oct., p. 18
Bradly, L. A., Tests Prove No-Iron Linens Sanitary ....Oct., p. 34
How to Wash and Dry No-Iron Linens Nov., p. 34
Brown, Roy A., The Laundry Was the Culprit .....Dec., '68, p. 20
Buchan, J. Russell, Industrial Engineers Look at Housekeeping Procedures .....Feb., p. 46
Carroll, Joseph G., An In-Hospital Pest Control Program .....Jan., p. 69
Cole, Donald F., Why I Clean Carpets with Mops .....Mar., p. 62
Chase, Mildred, Updating Your Isolation Cleaning Procedures .....Dec., '68. p. 14
History of Institutional Housekeeping ..Jan., p. 52
The Delegation of Tasks .....Feb., p. 50
Motivating Workers .....Mar., p. 64
Interdepartmental Relationships .....Apr., p. 62
Building Good Relationships Within the Department .....May, p. 60
Departmental Responsibilities .....June, p. 69
Housekeeping Policies .....July, p. 46
Institutional and Departmental Standards .....Aug., p. 20
Childers, Brockey, The Total Laundry, Part I .....Jan., p. 14
The Total Laundry, Part II .....Sept., p. 54
Cook, Donn E., A Housekeeping Program for Critical Areas .....May, p. 24
How to Evaluate a Housekeeping Department .....Feb., Mar., p. 26
The Role of the Laundry in Controlling Cross Infection .....Aug., p. 24
Work Interruptions Can Ruin Your Housekeeping Program .....Nov., p. 24
Curciene, Yolanda G., Red Paint is Danger—of Cross Infection .....Feb., p. 24
Dagg, Robert E., and Prowten, Robert W., Personalized Laundry Service for Hospital Patients .....Oct., p. 22
Dawes, Mildred, Keeping the Posh Plaza .....July, p. 10
De Chantal, Sister M., From Back-Breakers to Record-Breakers .....Feb., p. 56
Draper, Ray R., Care and Maintenance of Contemporary Carpet .....Sept. p. 40
Durham, Robert C., and Buchan J. Russell, Determining Staffing Requirements—an Industrial Engineer's View .....May, p. 34
Durham, Robert C., How to Evaluate Housekeeping Employee Performance .....Mar., p. 67
Findlay, Florence, Hotel Housekeeping Dept. as a Guest Service Center .....July, p. 42
Fontes, Melissa, Supplies and Controls .....Oct., p. 52
Gaither, Kathryn S., As If You Owned the Place .....Oct., p. 64
Gombkoto, Joseph, Handling Isolation Unit Waste .....June, p. 42
More About Housekeeping Standards Oct., p. 62
Goodwin, John B., Effective Budgeting .....Oct., p. 28
Gabriel, Iris, From Hitler's Concentration Camp to the Washington Hilton .....Apr., p. 14
Gonzalez, Pablo, How to Use "Quality Control" in Hospital Housekeeping .....Aug., p. 36
Greenberg, Gilbert, and Ralston, Spencer, A Bacteriological Monitoring Program .....May, p. 30
Construction Blues .....Sept., p. 116
Greenberg, Gilbert, An In-Hospital Pest Control Program .....Jan., p. 20
Harder, Lt. Col. Richard C., Achieving Quality Control Through Training .....Dec., '68, p. 40
Hartley, Owen, How to Use a Floor Slip Tester ..Dec., '68, p. 24
Heath, Evelyn and Roth, Georgene, An R.N. and Hospital Administrator Enjoy Administrative Housekeeping .....June, p. 12
Isenberg, Henry, The Practical Problems of Disinfection .....June, p. 36
Jarlenski, Morris J., The Laundry was the Culprit .....Dec., '68, p. 20
Johnson, Helen K., The Mystery of the Ringing Alarm Clock .....Jan., p. 56
Kelley, Richard E., The Budget—Club, Whip or Plan? .....Mar., p. 60
Knight, Robert E. L., A View of the Labor Market, ...Jan., p. 28
Unions and You .....Nov., p. 74
Litsky, Bertha Yanis, A New Bacteriological Sampling Tool .....Apr., p. 20
Luttrell, William B., Industrial Engineers Look at Housekeeping Procedures .....Feb., p. 46
Mallman, W. L., A Discussion of Disinfection .....Aug., p. 16
Mannhalter, Fern E., Management Planning .....Sept., p. 124
Matyas, Mary, The Profession of Housekeeping—Where is It Going? .....Sept., p. 136
McDuff, Charles R., A Practical Microbial Surveillance System .....Mar., p. 26
McNamara, Dr. Michael J., Hospital Infections: The Strategy of Control .....Jan., p. 50
Moore, Raylyn, New Direction in Floor and Floor Care .....June, p. 24
Disposables—Change and Challenge ....May, p. 18
Maximum Management Makes Housekeeping an Art Aug., p. 10
Neumann, F. K., How to Bring Contract Housekeeping to Your Institution .....Apr., p. 24
Olson, Lawrence W., Oral Communication—Management's Dynamic Tool .....Sept., p. 132
Paterson, Edith A., Coordination of Services for the Patient .....June, p. 66
Pilafian, Beth, Color—A Major Factor in Interior Design .....Nov., p. 80
Pinover, Eugene, Using the Military Manpower Pool .....Sept. p. 112
Housekeeping Behind the Iron Curtain .....Nov., p. 16
Pogue, Thomas M., Safe Lifting Will Protect Your Back .....Nov., p. 64
Poole, Wanda and Reddick, L. M., A Source of Good, Dependable Workers .....May, p. 54
Pryor, Austin K., A Practical Microbial Surveillance System .....Mar., p. 26
Latest U.S.D.A. Requirements for Germicide Testing .....Nov., p. 30
Robbins, Dr. Jerry H., Countdown for an In-Service Training Program .....Aug., p. 30
Sereda, P. J., Safety in Operating Rooms .....Apr., p. 40
Shaver, Henry W., The Housekeeper's Role in Pest Control .....May, p. 28
Simmons, David E., Employee Suggestions Increase Laundry Productivity .....May, p. 28
Stainback, George E., Significant Developments in Housekeeping Techniques and Procedures .....July, p. 22
Steinmetz, Lawrence, L., Toward the Respectability of Hard-Nosed Supervision .....Feb., p. 16
Strong, Corwin D., and Spence, Howard W., Reducing Noise Levels on Hospital Corridors .....Nov., p. 68
Themal, Henry, Recruiting the Best People for Housekeeping .....May, p. 64
Thompson, Lucille, Man's Greatest Asset—An Inventive Mind .....Aug., p. 34
Vestal, Anne J., The Treasurer Speaks .....Dec., '68, p. 26
Villano, Louis P., Let's Get It Off the Floor .....May, p. 67
Zeitz, W. R., Control of Bacteria .....Feb., p. 52

Alabama Governor Proclaims Executive Housekeeper's Week

Alabama's Governor Albert P. Brewer dedicated the week of November 10-15 as Executive Housekeeper's Week in the state. A photograph showing the Governoring signing a Proclamation to this effect was sent to each Montgomery Chapter member's hometown newspaper.